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From: Jeslyn Thibedeau <jeslynt@phase-5.com>
Sent: Tuesday, May 18, 2010 7:31 PM
To: Hanchett, James (DPH)
Subject: Thomson Reuters 2010 Customer Satisfaction Survey

Hello Valued Client,

On behalf of Thomson Reuters, provider of Micromedex and Clinical Xpert clinical decision support solutions, Phase 5 Consulting Group Inc. would like to invite you to participate in the Thomson Reuters annual customer satisfaction survey, as part of their ongoing commitment to improving your overall experience with the Thomson Reuters organization.

This survey represents an opportunity for you to provide feedback and identify enhancements to the products and services offered by Thomson Reuters.

If you complete your survey by May 31st, you will be entered, at your discretion, into a drawing for one of four prizes of \$250 that you can keep or donate to the charity of your choice.

To participate, click on the link below or copy and paste it into your browser. If you are pulled away for any reason while completing the questionnaire, you can return to finish it at your convenience. Your responses will be saved automatically. You will be able to access the survey until May 31st, 2010.

Click here to access the survey: <https://cc3na.voxco.com/survey/intweb.dll/project/phase5/CDS/PIN=YU06876>

The questionnaire should take about 10 minutes for you to complete. Please be assured that all your responses will be kept confidential within Thomson Reuters.

We know your time is both scarce and valuable, and we would like to thank you in advance for your help.

For assistance with any technical problems related to gaining access to or completing the survey, please contact Jeslyn Thibedeau of Phase 5 at 1-866-859-9112 x122 or jeslynt@phase-5.com. If you have any questions regarding the purpose of this survey or how the results will be used, please contact Kathy Baker of Thomson Reuters at 1-215-823-5333 or kathleen.baker@thomsonreuters.com.

Thank you for your time and participation!

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